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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/607,798	06/30/2000	David L. Tobler	3376548005US	1161

25096 7590 10/01/2004

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EXAMINER

THANGAVELU, KANDASAMY

ART UNIT	PAPER NUMBER
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2123

DATE MAILED: 10/01/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/607,798

Applicant(s)

TOBLER, DAVID L.

Examiner

Kandasamy Thangavelu

Art Unit

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
 - If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
 - If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
 - Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 30 June 2004.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-34 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-34 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 30 June 2000 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☐ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date _____
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____

DETAILED ACTION

Introduction

1. This communication is in response to the Applicant's Response mailed on June 30, 2004. Claims 16-19 were amended. Claim 34 was added. Claims 1-34 of the application are pending. This office action is made non-final.

Drawings

2. The drawings are objected to; see a copy of Form PTO-948 form sent with previous office action for an explanation.

Claim Rejections - 35 USC § 103

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains.

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4. The factual inquiries set forth in *Graham v. John Deere Co.*, 383 U.S. 1, 148 USPQ 459 (1966), that are applied for establishing a background for determining obviousness under 35 U.S.C. 103(a) are summarized as follows:

1. Determining the scope and contents of the prior art.
2. Ascertaining the differences between the prior art and the claims at issue.
3. Resolving the level of ordinary skill in the pertinent art.
4. Considering objective evidence present in the application indicating obviousness or nonobviousness.

5. Claims 1-4, 9-13, 15-18 and 33 are rejected under 35 U.S.C. 103(a) as being unpatentable over **Ludovici et al.** (U.S. Patent 6,567,849) in view of **Bisberg** (U.S. Patent 3,903,613), and further in view of **Bullen** (U.S. Patent 6,033,226) and **Bloom et al.** (U.S. Patent 5,597,312).

5.1 **Ludovici et al.** teaches system and method for configuring and administering multiple instances of web servers. Specifically as per claim 1, **Ludovici et al.** teaches a method of demonstrating a virtual server service that provides use of a host server to a plurality of clients over a computer network (Abstract, CL1, L18-23; CL6, L23-28); the method comprising:

receiving an active request from an active client to send an active control window of an active account of the virtual server service from the host server to an active client system (Fig. 5; CL2, L51-57; Figs. 7-12; CL5, L42-50).

Ludovici et al. teaches receiving a first request at the host server from an active client to demonstrate the virtual server service (Fig 3, Item 360; Fig. 5). **Ludovici et al.** does not

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expressly teach receiving a first request at the host server from a prospective client to demonstrate the virtual server service. **Bisberg** teaches receiving a first request at the host server from a prospective client to demonstrate the virtual server (training simulator equipment) service (Abstract, L1-4; CL2, L5-11), as that allows the prospective customer to use the training simulator to test and experience the performance of the equipment and the training provider to use the simulator as a support facility for selling the equipment (CL6, L39-51). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bisberg** that included receiving a first request at the host server from a prospective client to demonstrate the virtual server service, as that would allow the prospective customer to use the training simulator to test and experience the performance of the equipment and the training provider to use the simulator as a support facility for selling the equipment.

Ludovici et al. teaches under control of the host server, sending a control window of the virtual server service to the active client system in response to the first request, the control window having a plurality of demonstration components corresponding to system administration components of the active control window of the virtual server service (Fig 3; Figs. 7-12; CL2, L28-31). **Ludovici et al.** does not expressly teach under control of the host server, sending a simulated control window of the virtual server service to the prospective client system in response to the first request, the simulated control window having a plurality of demonstration components that simulate corresponding system administration components of the active control window of the virtual server service. **Bullen** teaches sending in a computer based training system, a simulated control window to the prospective client system in response to the first

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request, the simulated control window having a plurality of demonstration components that simulate corresponding system administration components of the active control window (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** that included under control of the host server, sending a control window of the virtual server service to the active client system in response to the first request, the control window having a plurality of demonstration components corresponding system administration components of the active control window of the virtual server service with the method of **Bullen** that included sending in a computer based training system, a simulated control window to the prospective client system in response to the first request, the simulated control window having a plurality of demonstration components that simulate corresponding system administration components of the active control window. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees

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to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

5.2 As per Claim 2, **Ludovici et al.**, **Bisberg**, **Bullen** and **Bloom et al.** teach the method of claim 1. **Ludovici et al.** teaches receiving a second request from the active client system after sending the control window, the second request being a request to send a first systems manager page of a first demonstration component of the control window (Fig. 7, Item 352; Fig. 8; CL22, L53-57; CL27, L11-14);

 sending the first systems manager page via the host server system to the active client system in response to the second request (Fig. 8; CL27, L11-14; Fig. 9; CL28, L22-29),

 the first systems manager page having at least one first element that can be selected by the active client to request that the host server system send another web page related to the first systems manager page (CL27, L15-19; Fig. 9; CL28, L22-29).

Ludovici et al. does not expressly teach receiving a second request from the prospective client system after sending the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request, the first systems manager page having at least one first element that can be selected by the prospective client to request that the host server system send another web page related to the first systems manager page. **Bullen** teaches receiving in a computer based training system, a second request from the prospective client system after sending the simulated control window, the second request being a request to

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send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request, the first systems manager page having at least one first element that can be selected by the prospective client to request that the host server system send another page related to the first systems manager page (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included receiving in a computer based training system, a second request from the prospective client system after sending the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request, the first systems manager page having at least one first element that can be selected by the prospective client to request that the host server system send another page related to the first systems manager page. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have

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to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

5.3 As per Claim 3, **Ludovici et al.**, **Bisberg**, **Bullen** and **Bloom et al.** teach the method of claim 1. **Ludovici et al.** teaches receiving a second request from the prospective client system after sending the control window, the second request being a request to send a first systems manager page of a first demonstration component of the control window (Fig. 7, Item 352; Fig. 8; CL22, L53-57; CL27, L11-14); sending the first systems manager page via the host server system to the active client system in response to the second request (Fig. 8; CL27, L11-14; Fig. 9; CL28, L22-29), the first systems manager page having at least one input field that the active client can input a hypothetical value for configuring the virtual server service (Fig. 9; Item 386).

Ludovici et al. does not expressly teach receiving a second request from the prospective client system after sending the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request, the first systems manager page having at least one input field that the prospective client can input a hypothetical value for configuring the virtual server service. **Bullen** teaches receiving in a computer based training system, a second request from the prospective client system after sending the simulated control

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window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request, the first systems manager page having at least one input field that the prospective client can input a hypothetical value for configuring the virtual server service (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included receiving in a computer based training system, a second request from the prospective client system after sending the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request, the first systems manager page having at least one input field that the prospective client can input a hypothetical value for configuring the virtual server service. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow

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the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

5.4 As per Claim 4, **Ludovici et al.**, **Bisberg**, **Bullen** and **Bloom et al.** teach the method of claim 1. **Ludovici et al.** teaches receiving a second request from the prospective client system after sending the control window, the second request being a request to send a first systems manager page of a first demonstration component of the control window (Fig. 7, Item 352; Fig. 8; CL22, L53-57; CL27, L11-14); sending the first systems manager page via the host server system to the prospective client system in response to the second request (Fig. 8; CL27, L11-14; Fig. 9; CL28, L22-29), the first systems manager page having at least one pull down menu having a plurality a choices from which the prospective client can select a hypothetical value for configuring the virtual server service (Fig. 10; Item 402; Fig. 11, Item 424).

Ludovici et al. does not expressly teach receiving a second request from the prospective client system after sending the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request, the first systems manager page having at least one pull down menu having a plurality a choices from which the prospective client can select a hypothetical value for configuring the virtual server service. **Bullen** teaches receiving a second request from the prospective client system after sending the simulated control

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window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included receiving a second request from the prospective client system after sending the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

5.5 As per claim 9, **Ludovici et al.** teaches a method of demonstrating a service that provides a computerized transaction to a plurality of clients via a server system coupled to a computer network (Abstract, CL1, L18-23; CL6, L23-28); the method comprising:

receiving a first request from an active client via an active client system to demonstrate the computerized transaction (Fig 3, Item 360; Fig. 5).

Ludovici et al. does not expressly teach receiving a first request from a prospective client via a prospective client system to demonstrate the computerized transaction. **Bisberg** teaches receiving a first request from a prospective client via a prospective client system to demonstrate the computerized transaction (Abstract, L1-4; CL2, L5-11), as that allows the prospective customer to use the training simulator to test and experience the performance of the equipment and the training provider to use the simulator as a support facility for selling the equipment (CL6, L39-51). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bisberg** that included receiving a first request from a prospective client via a prospective client system to demonstrate the computerized transaction, as that would allow the prospective customer to use the training simulator to test and experience the performance of the equipment and the training provider to use the simulator as a support facility for selling the equipment.

Ludovici et al. teaches sending a client interface to the client system via the server system in response to the first request, the client interface having a plurality of demonstration components corresponding to the transaction components of an active client interface of the

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computerized service (Fig 3; Fig 7-12; CL2, L28-31). **Ludovici et al.** does not expressly teach sending a simulated client interface to the client system via the server system in response to the first request, the simulated client interface having a plurality of demonstration components that simulate corresponding transaction components of an active client interface of the computerized service. **Bullen** teaches sending a simulated client interface to the client system via the server system in response to the first request, the simulated client interface having a plurality of demonstration components that simulate corresponding transaction components of an active client interface of the computerized service (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included sending a simulated client interface to the client system via the server system in response to the first request, the simulated client interface having a plurality of demonstration components that simulate corresponding transaction components of an active client interface of the computerized service. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will

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be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

5.6 As per claim 10, **Ludovici et al.**, **Bisberg**, **Bullen** and **Bloom et al.** teach the method of claim 9. **Ludovici et al.** teaches that the computerized transaction is providing a virtual server service via a host server system (Abstract, CL1, L18-23); and wherein:

receiving a first request comprises receiving a request to demonstrate the virtual server service (Fig 3, Item 360; Fig. 5).

Ludovici et al. teaches sending a client interface comprises sending a control window of the virtual server service via a host server system (Fig 7; Fig. 8; CL2, L28-31), the control window having a plurality of demonstration components corresponding to system administration components of an active control window of the virtual server service (Fig 3; Fig. 8). (Fig 3; Fig 7-12; CL2, L28-31). **Ludovici et al.** does not expressly teach sending a simulated client interface comprises sending a simulated control window of the virtual server service via a host server system, the simulated control window having a plurality of demonstration components that simulate corresponding system administration components of an active control window of the virtual server service. **Bullen** teaches sending a simulated client interface comprises sending a simulated control window, the simulated control window having a plurality of demonstration components that simulate corresponding system administration components of an active control

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window (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included sending a simulated client interface comprising sending a simulated control window, the simulated control window having a plurality of demonstration components that simulate corresponding system administration components of an active control window. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

5.7 As per Claim 11, **Ludovici et al.**, **Bisberg**, **Bullen** and **Bloom et al.** teach the method of claim 10. **Ludovici et al.** teaches receiving a second request from the active client system after sending the control window, the second request being a request to send a first systems manager

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page of a first demonstration component of the control window (Fig. 7, Item 352; Fig. 8; CL22, L53-57; CL27, L11-14);

sending the first systems manager page via the host server system to the active client system in response to the second request (Fig. 8; CL27, L11-14; Fig. 9; CL28, L22-29),

the first systems manager page having at least one first element that can be selected by the active client to request that the host server system send another web page related to the first systems manager page (CL27, L15-19; Fig. 9; CL28, L22-29).

Ludovici et al. does not expressly teach receiving a second request from the prospective client system after sending the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request, the first systems manager page having at least one first element that can be selected by the prospective client to request that the host server system send another web page related to the first systems manager page. **Bullen** teaches receiving in a computer based training system, a second request from the prospective client system after sending the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request, the first systems manager page having at least one first element that can be selected by the prospective client to request that the host server system send another page related to the first systems manager page (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the

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task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included receiving in a computer based training system, a second request from the prospective client system after sending the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request, the first systems manager page having at least one first element that can be selected by the prospective client to request that the host server system send another page related to the first systems manager page. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

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5.8 As per Claim 12, **Ludovici et al.**, **Bisberg**, **Bullen** and **Bloom et al.** teach the method of claim 10. **Ludovici et al.** teaches receiving a second request from the prospective client system after sending the control window, the second request being a request to send a first systems manager page of a first demonstration component of the control window (Fig. 7, Item 352; Fig. 8; CL22, L53-57; CL27, L11-14); sending the first systems manager page via the host server system to the active client system in response to the second request (Fig. 8; CL27, L11-14; Fig. 9; CL28, L22-29), the first systems manager page having at least one input field that the active client can input a hypothetical value for configuring the virtual server service (Fig. 9; Item 386).

Ludovici et al. does not expressly teach receiving a second request from the prospective client system after sending the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request, the first systems manager page having at least one input field that the prospective client can input a hypothetical value for configuring the virtual server service. **Bullen** teaches receiving in a computer based training system, a second request from the prospective client system after sending the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request, the first systems manager page having at least one input field that the prospective client can input a hypothetical value for configuring the virtual server service (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the

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task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included receiving in a computer based training system, a second request from the prospective client system after sending the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request, the first systems manager page having at least one input field that the prospective client can input a hypothetical value for configuring the virtual server service. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

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5.9 As per Claim 13, **Ludovici et al.**, **Bisberg**, **Bullen** and **Bloom et al.** teach the method of claim 10. **Ludovici et al.** teaches receiving a second request from the prospective client system after sending the control window, the second request being a request to send a first systems manager page of a first demonstration component of the control window (Fig. 7, Item 352; Fig. 8; CL22, L53-57; CL27, L11-14); sending the first systems manager page via the host server system to the prospective client system in response to the second request (Fig. 8; CL27, L11-14; Fig. 9; CL28, L22-29), the first systems manager page having at least one pull down menu having a plurality a choices from which the prospective client can select a hypothetical value for configuring the virtual server service (Fig. 10; Item 402; Fig. 11, Item 424).

Ludovici et al. does not expressly teach receiving a second request from the prospective client system after sending the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request, the first systems manager page having at least one pull down menu having a plurality a choices from which the prospective client can select a hypothetical value for configuring the virtual server service. **Bullen** teaches receiving a second request from the prospective client system after sending the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system

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does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included receiving a second request from the prospective client system after sending the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and sending the first systems manager page via the host server system to the prospective client system in response to the second request. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

5.10 As per claim 15, **Ludovici et al.** teaches a method of demonstrating a virtual server service that provides use of a host server system to a plurality of clients over a computer network (Abstract, CL1, L18-23; CL6, L23-28); the method comprising:

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under control of a client system, sending a first request to the host server for demonstrating the virtual server service (Fig 3, Item 360; Fig. 5).

Ludovici et al. does not expressly teach under control of a prospective client system, sending a first request to the host server for demonstrating the virtual server service. **Bisberg** teaches under control of a prospective client system, sending a first request to the host server for demonstrating the virtual server service (Abstract, L1-4; CL2, L5-11), as that allows the prospective customer to use the training simulator to test and experience the performance of the equipment and the training provider to use the simulator as a support facility for selling the equipment (CL6, L39-51). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bisberg** that included under control of a prospective client system, sending a first request to the host server for demonstrating the virtual server service, as that would allow the prospective customer to use the training simulator to test and experience the performance of the equipment and the training provider to use the simulator as a support facility for selling the equipment.

Ludovici et al. teaches displaying at the client system a control window of the virtual server service received from the host server system in response to the first request from the client system, the control window having a plurality of demonstration components corresponding to administration components of an active control window of the virtual server service (Fig 3; Fig 7-12; CL2, L28-31). **Ludovici et al.** does not expressly teach displaying at the prospective client system a simulated control window of the virtual server service received from the host server system in response to the first request from the prospective client system, the simulated

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control window having a plurality of demonstration components that simulate corresponding administration components of an active control window of the virtual server service. **Bullen** teaches displaying at the prospective client system a simulated control window of the virtual server service received from the host server system in response to the first request from the prospective client system, the simulated control window having a plurality of demonstration components that simulate corresponding administration components of an active control window of the virtual server service (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included displaying at the prospective client system a simulated control window of the virtual server service received from the host server system in response to the first request from the prospective client system, the simulated control window having a plurality of demonstration components that simulate corresponding administration components of an active control window of the virtual server service. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will

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be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

5.11 As per Claim 16, **Ludovici et al.**, **Bisberg**, **Bullen** and **Bloom et al.** teach the method of claim 15. **Ludovici et al.** teaches sending a second request from the active client system after receiving the control window, the second request being a request to send a first systems manager page of a first demonstration component of the control window (Fig. 7, Item 352; Fig. 8; CL22, L53-57; CL27, L11-14);

displaying the first systems manager page at the prospective client system in response to receipt of the first systems manager page (Fig. 8; CL27, L11-14; Fig. 9; CL28, L22-29),

the first systems manager page having at least one first element that can be selected by the active client to request that the host server system send another web page related to the first systems manager page (CL27, L15-19; Fig. 9; CL28, L22-29).

Ludovici et al. does not expressly teach sending a second request from the prospective client system after receiving the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and displaying the first systems manager page at the prospective client system in response to receipt of the first systems manager page, the first systems manager page having at least one first element that can be selected by the prospective client to send another request to the host server system for another web page related to the first systems manager page. **Bullen**

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teaches sending in a computer based training system, a second request from the prospective client system after receiving the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and displaying the first systems manager page at the prospective client system in response to receipt of the first systems manager page, the first systems manager page having at least one first element that can be selected by the prospective client to send another request to the host server system for another web page related to the first systems manager page (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included sending in a computer based training system, a second request from the prospective client system after receiving the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and displaying the first systems manager page at the prospective client system in response to receipt of the first systems manager page, the first systems manager page having at least one first element that could be selected by the prospective client to send another request to the host server system for another web page related to the first

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systems manager page. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

5.12 As per Claim 17, **Ludovici et al.**, **Bisberg**, **Bullen** and **Bloom et al.** teach the method of claim 15. **Ludovici et al.** teaches sending a second request from the active client system after receiving the control window, the second request being a request to send a first systems manager page of a first demonstration component of the control window (Fig. 7, Item 352; Fig. 8; CL22, L53-57; CL27, L11-14);

displaying the first systems manager page at the prospective client system in response to receipt of the first systems manager page (Fig. 8; CL27, L11-14; Fig. 9; CL28, L22-29),

the first systems manager page having at least one input field that the client can input a hypothetical value for configuring the virtual server service (Fig. 9; Item 386).

Ludovici et al. does not expressly teach sending a second request from the prospective client system after receiving the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and displaying the first systems manager page at the prospective client system in

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response to receipt of the first systems manager page, the first systems manager page having at least one input field that the prospective client can input a hypothetical value for configuring the virtual server service. **Bullen** teaches sending in a computer based training system, a second request from the prospective client system after receiving the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and displaying the first systems manager page at the prospective client system in response to receipt of the first systems manager page (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included sending in a computer based training system, a second request from the prospective client system after receiving the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and displaying the first systems manager page at the prospective client system in response to receipt of the first systems manager page. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have

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to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

5.13 As per Claim 18, **Ludovici et al.**, **Bisberg**, **Bullen** and **Bloom et al.** teach the method of claim 15. **Ludovici et al.** teaches sending a second request from the active client system after receiving the control window, the second request being a request to send a first systems manager page of a first demonstration component of the control window (Fig. 7, Item 352; Fig. 8; CL22, L53-57; CL27, L11-14);

displaying the first systems manager page at the prospective client system in response to receipt of the first systems manager page (Fig. 8; CL27, L11-14; Fig. 9; CL28, L22-29),

the first systems manager page having at least one pull down menu having a plurality a choices from which the active client can select a hypothetical value for configuring the virtual server service (Fig. 10; Item 402; Fig. 11, Item 424).

Ludovici et al. does not expressly teach sending a second request from the prospective client system after receiving the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and displaying the first systems manager page at the prospective client system in response to receipt of the first systems manager page, the first systems manager page having at

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least one pull down menu having a plurality a choices from which the prospective client can select a hypothetical value for configuring the virtual server service. **Bullen** teaches sending in a computer based training system, a second request from the prospective client system after receiving the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and displaying the first systems manager page at the prospective client system in response to receipt of the first systems manager page (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included sending in a computer based training system, a second request from the prospective client system after receiving the simulated control window, the second request being a request to send a first systems manager page of a first demonstration component of the simulated control window; and displaying the first systems manager page at the prospective client system in response to receipt of the first systems manager page. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to

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simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

5.14 As per claim 33, **Ludovici et al.** teaches a computer-readable medium having contents that cause a computer system to demonstrate a virtual server service that provides use of a host server to a plurality of clients over a computer network (Fig. 4; Abstract, CL1, L18-23); by:

 sending an active control window of an active account of the virtual server service from the host server to an active client system in response to an active request from the active client system (Fig. 5; CL2, L51-57; Figs. 7-12; CL5, L42-50); and

Ludovici et al. teaches sending a control window of the virtual server service to a client system that has access to an active account in response to a request received at the host server from a client to demonstrate the virtual server to service (Fig 3; Figs. 7-12; CL2, L28-31).

Ludovici et al. does not expressly teach sending a simulated control window of the virtual server service to a prospective client system in response to a request received at the host server from a prospective client to demonstrate the virtual server to service. **Bullen** teaches sending a simulated control window of the virtual server service to a prospective client system in response to a request received at the host server from a prospective client to demonstrate the virtual server to service (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not

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have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the computer readable medium of **Ludovici et al.** with the computer readable medium of **Bullen** that included sending a simulated control window of the virtual server service to a prospective client system in response to a request received at the host server from a prospective client to demonstrate the virtual server to service. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

Ludovici et al. does not expressly teach sending a window of the virtual server service to a prospective client system that does not have access to an active account. **Bisberg** teaches sending a window of the virtual server service to a prospective client system that does not have access to an active account (Abstract, L1-4; CL2, L5-11), as that allows the prospective customer to use the training simulator to test and experience the performance of the equipment and the training provider to use the simulator as a support facility for selling the equipment (CL6, L39-

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51). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the computer readable medium of **Ludovici et al.** with the computer readable medium of **Bisberg** that included sending a window of the virtual server service to a prospective client system that does not have access to an active account, as that would allow the prospective customer to use the training simulator to test and experience the performance of the equipment and the training provider to use the simulator as a support facility for selling the equipment.

6. Claims 5-8, 14 and 19 are rejected under 35 U.S.C. 103(a) as being unpatentable over **Ludovici et al.** (U.S. Patent 6,567,849) in view of **Bisberg** (U.S. Patent 3,903,613), **Bullen** (U.S. Patent 6,033,226), **Bloom et al.** (U.S. Patent 5,597,312) and **Wall et al.** (U.S. Patent 6,766,311), and further in view of **Rieger, III** (U.S. Patent 6,654,800), **Carlson** (U.S. Patent 6,697,849), **Forbes et al.** (U.S. Patent application 2001/0029605), **Reisman** (U.S. Patent application 2002/0124055) and **Kloba et al.** (U.S. Patent 6,553,412).

6.1 As per Claim 5, **Ludovici et al.**, **Bisberg**, **Bullen** and **Bloom et al.** teach the method of claim 1. **Ludovici et al.** teaches the demonstration components of the control window (Fig 9; CL28, L31-35); wherein the method further includes:

receiving a second request from the active client system after sending the control window to the active client system, the second request being generated from the active client system by selection of one of the demonstration components (Fig. 9; CL28, L31-35); and

sending a selected systems manager page to the prospective client system in response to the second request, the selected systems manager page corresponding to the selected demonstration component (Fig. 9; CL28, L31-35).

Ludovici et al. does not expressly teach receiving a second request from the prospective client system after sending the simulated control window to the prospective client system, the second request being generated from the prospective client system by selection of one of the demonstration components; and sending a selected systems manager page to the prospective client system in response to the second request, the selected systems manager page corresponding to the selected demonstration component. **Bullen** teaches receiving a second request from the prospective client system after sending the simulated control window to the prospective client system, the second request being generated from the prospective client system by selection of one of the demonstration components; and sending a selected systems manager page to the prospective client system in response to the second request, the selected systems manager page corresponding to the selected demonstration component (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the

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method of **Bullen** that included receiving a second request from the prospective client system after sending the simulated control window to the prospective client system, the second request being generated from the prospective client system by selection of one of the demonstration components; and sending a selected systems manager page to the prospective client system in response to the second request, the selected systems manager page corresponding to the selected demonstration component. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

Ludovici et al. does not expressly teach that the demonstration components of the simulated control window comprise an email manager component, a user manager component, and a web manager component. **Rieger, III** teaches that the demonstration components comprise an email manager component, a user manager component and a web manager component (Fig. 1; CL6, L16-56), as the email manager detects the presence of newly generated emails and sends email to relevant users (CL6, L53-56); the user manager component stores and retrieves the user account information on demand from the client terminal GUI (CL6, L38-39); and the web manager component manages the web's intended service area (CL6, L24-25). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to

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modify the method of **Ludovici et al.** with the method of **Rieger, III** that included the demonstration components comprising an email manager component, a user manager component and a web manager component, as the email manager would detect the presence of newly generated emails and sends email to relevant users; the user manager component would store and retrieve the user account information on demand from the client terminal GUI; and the web manager component would manage the web's intended service area.

Ludovici et al. does not expressly teach that the demonstration components of the simulated control window comprise a server status component and an event manager component. **Carlson** teaches that the demonstration components comprise a server status component (CL17, L63 to CL18, L4) and an event manager component (CL31, L24-25; CL32, L35-36; CL32, L46-47), as the server status component allows the client to run a thread that maintains the application server status, polls the servers marked as being offline and then when the server becomes online, it updates the server status information and enables it to receive client requests (CL17, L63 to CL18, L4); and the event manager component allows the users to create and use named events such as periodic backups, reconciling accounts, sending alert messages etc. (CL30, L13-25). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Carlson** that included the demonstration components comprising a server status component and an event an event manager component, as the server status component would allow the client to run a thread that maintained the application server status, polled the servers marked as being offline and then when the server became online, it would update the server status information and enable it to receive client

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requests; and the event manager component would allow the users to create and use named events such as periodic backups, reconciling accounts, sending alert messages etc.

Ludovici et al. does not expressly teach that the demonstration components of the simulated control window comprise a software manager component. **Forbes et al.** teaches that the demonstration components comprise a software manager component (Abstract; Page 9, Para 0093), as the software manager component manages the installation, execution and uninstallation of software packages on the server (Abstract; Page 9, Para 0093). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Forbes et al.** that included the demonstration components comprising a software manager component, as the software manager component would manage the installation, execution and uninstallation of software packages on the server.

Ludovici et al. does not expressly teach that the demonstration components of the simulated control window comprise a file manager component. **Reisman** teaches that the demonstration components comprise a file manager component (Page 28; Para 0035), as the file manager component allows an explicit specification of the desired content known to exist on the web using the file manager, thus providing for time optimized selection process to economize connection charges (Page 28; Para 0035). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Reisman** that included the demonstration components comprising a file manager component, as the file manager component would allow an explicit specification of the desired content known to exist on the web using the file manager, thus providing for time optimized selection process to economize connection charges.

Ludovici et al. does not expressly teach that the demonstration components of the simulated control window comprise a database manager component. **Kloba et al.** teaches that the demonstration components comprise a database manager component (CL12, L5-10; CL11, L3-8), as the database manager controls access to databases associated with the client (CL6, L53-56). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Kloba et al.** that included the demonstration components comprising a database manager component, as the database manager would control access to databases associated with the client.

Ludovici et al. does not expressly teach the demonstration components of the simulated control window comprise a server status component, an event manager component, a software manager component, a file manager component, an email manager component, a user manager component, a web manager component, and a database manager component. **Bullen** teaches the demonstration components of the simulated control window comprising different components such as a server status component, an event manager component, a software manager component, a file manager component, an email manager component, a user manager component, a web manager component, and a database manager component (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective

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clients (CL2, L3-4 and L15-20); and as per **Wall et al.** that provides adequate levels of training on complicated systems having tightly integrated hardware and software modules and sub-modules (CL2, L33-35); and allows the end user to manipulate various sub-components of the simulator with the user interface providing display windows and dialog boxes. It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included demonstration components of the simulated control window comprising different components such as a server status component, an event manager component, a software manager component, a file manager component, an email manager component, a user manager component, a web manager component, and a database manager component. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients; that would provide adequate levels of training on complicated systems having tightly integrated hardware and software modules and sub-modules; and would allow the end user to manipulate various sub-components of the simulator with the user interface providing display windows and dialog boxes.

6.2 As per Claim 6, **Ludovici et al., Bisberg, Bullen, Bloom et al., Wall et al., Rieger, III, Carlson, Forbes et al., Reisman and Kloba et al.** teach the method of claim 5. **Ludovici et al.**

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does not expressly teach that the event manager component is a URL link to an event manager web page comprising a first element for hypothetically selecting tasks to be automatically performed by the server for the virtual server service, a second element for hypothetically running selected tasks at a scheduled time, and a third element for hypothetically changing a virtual time zone, and wherein sending a systems manager page comprises sending the event manager page to the prospective client. **Carlson** teaches that the event manager component is a URL link to an event manager web page comprising a first element for hypothetically selecting tasks to be automatically performed by the server for the virtual server service, a second element for hypothetically running selected tasks at a scheduled time, and a third element for hypothetically changing a virtual time zone, and wherein sending a systems manager page comprises sending the event manager page to the prospective client (CL31, L24-25; CL32, L35-36; CL32, L46-47), as the event manager component allows the users to create and execute named events such as periodic backups, reconciling accounts, sending alert messages etc. (CL30, L13-25). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Carlson** that included the event manager component being a URL link to an event manager web page comprising a first element for hypothetically selecting tasks to be automatically performed by the server for the virtual server service, a second element for hypothetically running selected tasks at a scheduled time, and a third element for hypothetically changing a virtual time zone, and wherein sending a systems manager page comprised sending the event manager page to the prospective client, as the event manager component would allow the users to create and execute named events such as periodic backups, reconciling accounts, sending alert messages etc.

6.3 As per Claim 7, **Ludovici et al., Bisberg, Bullen, Bloom et al., Wall et al., Rieger, III, Carlson, Forbes et al., Reisman and Kloba et al.** teach the method of claim 5. **Ludovici et al.** does not expressly teach that the software manager component is a URL link to a software manager web page comprising a first listing of hypothetically installed software packages, a second listing of hypothetically available software packages, a first element for hypothetically selecting the installed software packages, and a second element for selecting the available software packages, and wherein sending a systems manager page comprises sending the software manager page to the prospective client. **Forbes et al.** teaches that the software manager component is a URL link to a software manager web page comprising a first listing of hypothetically installed software packages, a second listing of hypothetically available software packages, a first element for hypothetically selecting the installed software packages, and a second element for selecting the available software packages, and wherein sending a systems manager page comprises sending the software manager page to the prospective client (Abstract; Page 9, Para 0093; Fig. 2A, Item 211), as the software manager component allows management of the installation, execution and uninstallation of software packages on the server (Abstract; Page 9, Para 0093). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Forbes et al.** that included the software manager component being a URL link to a software manager web page comprising a first listing of hypothetically installed software packages, a second listing of hypothetically available software packages, a first element for hypothetically selecting the installed software packages, and a second element for selecting the available software packages,

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and wherein sending a systems manager page would comprise sending the software manager page to the prospective client, as the software manager component would allow management of the installation, execution and uninstallation of software packages on the server.

6.4 As per Claim 8, **Ludovici et al., Bisberg, Bullen, Bloom et al., Wall et al., Rieger, III, Carlson, Forbes et al., Reisman and Kloba et al.** teach the method of claim 5. **Ludovici et al.** does not expressly teach receiving a third request from the prospective client system to view a first software package page of a specific software package in response to the prospective client selecting the second element of the software manager page; and sending the first software package page via the host server system to the client system, the first software package page having a selector for hypothetically installing the specific software package. **Forbes et al.** teaches receiving a third request from the prospective client system to view a first software package page of a specific software package in response to the prospective client selecting the second element of the software manager page; and sending the first software package page via the host server system to the client system, the first software package page having a selector for hypothetically installing the specific software package (Abstract; Page 9, Para 0093; Fig. 2A, Item 211), as that allows management of the installation, execution and uninstallation of software packages on the server (Abstract; Page 9, Para 0093). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Forbes et al.** that included receiving a third request from the prospective client system to view a first software package page of a specific software package in response to the prospective client selecting the second element of the software manager page;

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and sending the first software package page via the host server system to the client system, the first software package page having a selector for hypothetically installing the specific software package, as that would allow management of the installation, execution and uninstallation of software packages on the server.

6.5 As per Claim 14, **Ludovici et al.**, **Bisberg**, **Bullen** and **Bloom et al.** teach the method of claim 10. **Ludovici et al.** teaches the demonstration components of the control window (Fig 9; CL28, L31-35); wherein the method further includes:

receiving a second request from the active client system after sending the control window to the active client system, the second request being generated from the active client system by selection of one of the demonstration components (Fig. 9; CL28, L31-35); and

sending a selected systems manager page to the prospective client system in response to the second request, the selected systems manager page corresponding to the selected demonstration component (Fig. 9; CL28, L31-35).

Ludovici et al. does not expressly teach receiving a second request from the prospective client system after sending the simulated control window to the prospective client system, the second request being generated from the prospective client system by selection of one of the demonstration components; and sending a selected systems manager page to the prospective client system in response to the second request, the selected systems manager page corresponding to the selected demonstration component. **Bullen** teaches receiving a second request from the prospective client system after sending the simulated control window to the prospective client system, the second request being generated from the prospective client system

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by selection of one of the demonstration components; and sending a selected systems manager page to the prospective client system in response to the second request, the selected systems manager page corresponding to the selected demonstration component (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included receiving a second request from the prospective client system after sending the simulated control window to the prospective client system, the second request being generated from the prospective client system by selection of one of the demonstration components; and sending a selected systems manager page to the prospective client system in response to the second request, the selected systems manager page corresponding to the selected demonstration component. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees

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to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

Ludovici et al. does not expressly teach that the demonstration components of the simulated control window comprise an email manager component, a user manager component, and a web manager component. **Rieger, III** teaches that the demonstration components comprise an email manager component, a user manager component and a web manager component (Fig. 1; CL6, L16-56), as the email manager detects the presence of newly generated emails and sends email to relevant users (CL6, L53-56); the user manager component stores and retrieves the user account information on demand from the client terminal GUI (CL6, L38-39); and the web manager component manages the web's intended service area (CL6, L24-25). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Rieger, III** that included the demonstration components comprising an email manager component, a user manager component and a web manager component, as the email manager would detect the presence of newly generated emails and sends email to relevant users; the user manager component would store and retrieve the user account information on demand from the client terminal GUI; and the web manager component would manage the web's intended service area.

Ludovici et al. does not expressly teach that the demonstration components of the simulated control window comprise a server status component and an event manager component. **Carlson** teaches that the demonstration components comprise a server status component (CL17, L63 to CL18, L4) and an event manager component (CL31, L24-25; CL32, L35-36; CL32, L46-

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47), as the server status component allows the client to run a thread that maintains the application server status, polls the servers marked as being offline and then when the server becomes online, it updates the server status information and enables it to receive client requests (CL17, L63 to CL18, L4); and the event manager component allows the users to create and use named events such as periodic backups, reconciling accounts, sending alert messages etc. (CL30, L13-25). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Carlson** that included the demonstration components comprising a server status component and an event an event manager component, as the server status component would allow the client to run a thread that maintained the application server status, polled the servers marked as being offline and then when the server became online, it would update the server status information and enable it to receive client requests; and the event manager component would allow the users to create and use named events such as periodic backups, reconciling accounts, sending alert messages etc.

Ludovici et al. does not expressly teach that the demonstration components of the simulated control window comprise a software manager component. **Forbes et al.** teaches that the demonstration components comprise a software manager component (Abstract; Page 9, Para 0093), as the software manager component manages the installation, execution and uninstallation of software packages on the server (Abstract; Page 9, Para 0093). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Forbes et al.** that included the demonstration components comprising a software manager component, as the software manager component would manage the installation, execution and uninstallation of software packages on the server.

Ludovici et al. does not expressly teach that the demonstration components of the simulated control window comprise a file manager component. **Reisman** teaches that the demonstration components comprise a file manager component (Page 28; Para 0035), as the file manager component allows an explicit specification of the desired content known to exist on the web using the file manager, thus providing for time optimized selection process to economize connection charges (Page 28; Para 0035). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Reisman** that included the demonstration components comprising a file manager component, as the file manager component would allow an explicit specification of the desired content known to exist on the web using the file manager, thus providing for time optimized selection process to economize connection charges.

Ludovici et al. does not expressly teach that the demonstration components of the simulated control window comprise a database manager component. **Kloba et al.** teaches that the demonstration components comprise a database manager component (CL12, L5-10; CL11, L3-8), as the database manager controls access to databases associated with the client (CL6, L53-56). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Kloba et al.** that included the demonstration components comprising a database manager component, as the database manager would control access to databases associated with the client.

Ludovici et al. does not expressly teach the demonstration components of the simulated control window comprise a server status component, an event manager component, a software manager component, a file manager component, an email manager component, a user manager

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component, a web manager component, and a database manager component. **Bullen** teaches the demonstration components of the simulated control window comprising different components such as a server status component, an event manager component, a software manager component, a file manager component, an email manager component, a user manager component, a web manager component, and a database manager component (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20); and as per **Wall et al.** that provides adequate levels of training on complicated systems having tightly integrated hardware and software modules and sub-modules (CL2, L33-35); and allows the end user to manipulate various sub-components of the simulator with the user interface providing display windows and dialog boxes. It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included demonstration components of the simulated control window comprising different components such as a server status component, an event manager component, a software manager component, a file manager component, an email manager component, a user manager component, a web manager component, and a database manager component. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed,

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but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients; that would provide adequate levels of training on complicated systems having tightly integrated hardware and software modules and sub-modules; and would allow the end user to manipulate various sub-components of the simulator with the user interface providing display windows and dialog boxes.

6.6 As per Claim 19, **Ludovici et al.**, **Bisberg**, **Bullen** and **Bloom et al.** teach the method of claim 15. **Ludovici et al.** teaches the demonstration components of the control window (Fig 9; CL28, L31-35); wherein the method further includes:

 sending a second request from the active client system after receiving the control window, the second request being generated from the active client system by selection of one of the demonstration components (Fig. 9; CL28, L31-35); and

 displaying a selected systems manager page at the active client system in response to the receipt of the selected systems manager page (Fig. 9; CL28, L31-35).

Ludovici et al. does not expressly teach sending a second request from the prospective client system after receiving the simulated control window to the prospective client system, the second request being generated from the prospective client system by selection of one of the demonstration components. **Bullen** teaches sending a second request from the prospective client system after receiving the simulated control window to the prospective client system, the second

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request being generated from the prospective client system by selection of one of the demonstration components (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included sending a second request from the prospective client system after receiving the simulated control window to the prospective client system, the second request being generated from the prospective client system by selection of one of the demonstration components. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

Ludovici et al. does not expressly teach that the demonstration components of the simulated control window comprise an email manager component, a user manager component,

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and a web manager component. **Rieger, III** teaches that the demonstration components comprise an email manager component, a user manager component and a web manager component (Fig. 1; CL6, L16-56), as the email manager detects the presence of newly generated emails and sends email to relevant users (CL6, L53-56); the user manager component stores and retrieves the user account information on demand from the client terminal GUI (CL6, L38-39); and the web manager component manages the web's intended service area (CL6, L24-25). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Rieger, III** that included the demonstration components comprising an email manager component, a user manager component and a web manager component, as the email manager would detect the presence of newly generated emails and sends email to relevant users; the user manager component would store and retrieve the user account information on demand from the client terminal GUI; and the web manager component would manage the web's intended service area.

Ludovici et al. does not expressly teach that the demonstration components of the simulated control window comprise a server status component and an event manager component. **Carlson** teaches that the demonstration components comprise a server status component (CL17, L63 to CL18, L4) and an event manager component (CL31, L24-25; CL32, L35-36; CL32, L46-47), as the server status component allows the client to run a thread that maintains the application server status, polls the servers marked as being offline and then when the server becomes online, it updates the server status information and enables it to receive client requests (CL17, L63 to CL18, L4); and the event manager component allows the users to create and use named events such as periodic backups, reconciling accounts, sending alert messages etc. (CL30, L13-25). It

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would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Carlson** that included the demonstration components comprising a server status component and an event an event manager component, as the server status component would allow the client to run a thread that maintained the application server status, polled the servers marked as being offline and then when the server became online, it would update the server status information and enable it to receive client requests; and the event manager component would allow the users to create and use named events such as periodic backups, reconciling accounts, sending alert messages etc.

Ludovici et al. does not expressly teach that the demonstration components of the simulated control window comprise a software manager component. **Forbes et al.** teaches that the demonstration components comprise a software manager component (Abstract; Page 9, Para 0093), as the software manager component manages the installation, execution and uninstallation of software packages on the server (Abstract; Page 9, Para 0093). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Forbes et al.** that included the demonstration components comprising a software manager component, as the software manager component would manage the installation, execution and uninstallation of software packages on the server.

Ludovici et al. does not expressly teach that the demonstration components of the simulated control window comprise a file manager component. **Reisman** teaches that the demonstration components comprise a file manager component (Page 28; Para 0035), as the file manager component allows an explicit specification of the desired content known to exist on the web using the file manager, thus providing for time optimized selection process to economize

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connection charges (Page 28; Para 0035). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Reisman** that included the demonstration components comprising a file manager component, as the file manager component would allow an explicit specification of the desired content known to exist on the web using the file manager, thus providing for time optimized selection process to economize connection charges.

Ludovici et al. does not expressly teach that the demonstration components of the simulated control window comprise a database manager component. **Kloba et al.** teaches that the demonstration components comprise a database manager component (CL12, L5-10; CL11, L3-8), as the database manager controls access to databases associated with the client (CL6, L53-56). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Kloba et al.** that included the demonstration components comprising a database manager component, as the database manager would control access to databases associated with the client.

Ludovici et al. does not expressly teach the demonstration components of the simulated control window comprise a server status component, an event manager component, a software manager component, a file manager component, an email manager component, a user manager component, a web manager component, and a database manager component. **Bullen** teaches the demonstration components of the simulated control window comprising different components such as a server status component, an event manager component, a software manager component, a file manager component, an email manager component, a user manager component, a web manager component, and a database manager component (Abstract, L4-10;

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CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20); and as per **Wall et al.** that provides adequate levels of training on complicated systems having tightly integrated hardware and software modules and sub-modules (CL2, L33-35); and allows the end user to manipulate various sub-components of the simulator with the user interface providing display windows and dialog boxes. It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included demonstration components of the simulated control window comprising different components such as a server status component, an event manager component, a software manager component, a file manager component, an email manager component, a user manager component, a web manager component, and a database manager component. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients; that would provide adequate

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levels of training on complicated systems having tightly integrated hardware and software modules and sub-modules; and would allow the end user to manipulate various sub-components of the simulator with the user interface providing display windows and dialog boxes.

7. Claims 20-22, 25, 27, 28, 31 and 34 are rejected under 35 U.S.C. 103(a) as being unpatentable over **Ludovici et al.** (U.S. Patent 6,567,849) in view of **Rieger, III** (U.S. Patent 6,654,800) and further in view of **Bisberg** (U.S. Patent 3,903,613), **Bullen** (U.S. Patent 6,033,226) and **Bloom et al.** (U.S. Patent 5,597,312).

7.1 As per claim 20, **Ludovici et al.** teaches a system for demonstrating a computerized transaction to a prospective client (Fig. 4); comprising:

a computer having a central processing unit that executes instructions to construct and transmit active account messages and demonstration messages (Fig. 4), a memory for storing instructions to be executed, and a non-volatile storage medium (Fig. 4; Fig. 6);

an active account control window having a plurality of active account messages containing system administration components that an active client can use to effectuate a computerized transaction (Fig 12; Fig 9);

a demonstration module stored on the non-volatile storage medium, the demonstration module having a plurality of demonstration messages containing demonstration components (Fig 9; CL28, L31-35); and

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instructions stored in the memory of the computer that cause the central processor to retrieve a demonstration message from the demonstration module in response to a request from an active client (Fig 12; CL35, L18 to CL36, L39), and

transmit the retrieved demonstration message to a client system of the active client using a transmission medium ((Fig 12; CL35, L18 to CL36, L39).

Ludovici et al. does not expressly teach an active account module stored on the non-volatile storage medium, the active account module having an active account database containing data for active clients. **Rieger, III** teaches an active account module stored on the non-volatile storage medium, the active account module having an active account database containing data for active clients (Fig. 1; CL6, L16-56), as the active account module stores and retrieves the user account information on demand from the client terminal GUI (CL6, L38-39). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the system of **Ludovici et al.** with the system of **Rieger, III** that included an active account module stored on the non-volatile storage medium, the active account module having an active account database containing data for active clients, as the active account module would store and retrieve the user account information on demand from the client terminal GUI.

Ludovici et al. does not expressly teach demonstration components that simulate corresponding system administration components of the active account control window; and instructions stored in the memory of the computer to transmit the retrieved demonstration message to a prospective client system of the prospective client. **Bullen** teaches demonstration components that simulate corresponding system administration components of the active account

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control window; and instructions stored in the memory of the computer to transmit the retrieved demonstration message to a prospective client system of the prospective client (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the system of **Ludovici et al.** with the system of **Bullen** that included demonstration components that simulated corresponding system administration components of the active account control window; and instructions stored in the memory of the computer to transmit the retrieved demonstration message to a prospective client system of the prospective client. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

Ludovici et al. does not expressly teach a request from a prospective client without first setting up an active trial account for the prospective client. **Bisberg** teaches a request from a

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prospective client without first setting up an active trial account for the prospective client (Abstract, L1-4; CL2, L5-11), as that allows the prospective customer to use the training simulator to test and experience the performance of the equipment and the training provider to use the simulator as a support facility for selling the equipment (CL6, L39-51). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the system of **Ludovici et al.** with the system of **Bisberg** that included a request from a prospective client without first setting up an active trial account for the prospective client, as that would allow the prospective customer to use the training simulator to test and experience the performance of the equipment and the training provider to use the simulator as a support facility for selling the equipment.

7.2 As per Claim 21, **Ludovici et al.**, **Rieger, III**, **Bisberg**, **Bullen** and **Bloom et al.** teach the system of claim 20. **Ludovici et al.** teaches that the active account messages comprise a plurality of dynamic web pages that provide active tools for sending instructions to the computer to effectuate the computerized transaction (Fig 12; CL35, L18 to CL36, L39).

Ludovici et al. does not expressly teach that the demonstration messages comprise static web pages that provide replicas of the active account web pages and replicas of the active tools that do not provide instructions to effectuate the computerized transaction. **Bullen** teaches that the demonstration messages comprise static web pages that provide replicas of the active account web pages and replicas of the active tools that do not provide instructions to effectuate the computerized transaction (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the

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trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the system of **Ludovici et al.** with the system of **Bullen** that included the demonstration messages comprising static web pages that provided replicas of the active account web pages and replicas of the active tools that would not provide instructions to effectuate the computerized transaction. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

7.3 As per Claim 22, **Ludovici et al.**, **Rieger, III**, **Bisberg**, **Bullen** and **Bloom et al.** teach the system of claim 20. **Ludovici et al.** teaches that the computerized transaction is providing a virtual server service to resellers for configuring a virtual server via a computer network (Fig 9; Fig. 10; CL28, L22-37; CL30, L27-35); and wherein:

the system administration messages comprise a plurality of dynamic web pages that provide active tools for sending instructions to the computer to configure the virtual server service of the active client (Fig 12; CL35, L18 to CL36, L39).

Ludovici et al. does not expressly teach that the demonstration messages comprise static web pages that provide replicas of the active account web pages and replicas of the active tools, the replicas of the active tools being disabled from sending instructions to the computer to configure the virtual server service. **Bullen** teaches that the demonstration messages comprise static web pages that provide replicas of the active account web pages and replicas of the active tools, the replicas of the active tools being disabled from sending instructions to the computer to configure the virtual server service (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the system of **Ludovici et al.** with the system of **Bullen** that included the demonstration messages comprising static web pages that provided replicas of the active account web pages and replicas of the active tools, the replicas of the active tools being disabled from sending instructions to the computer to configure the virtual server service. The artisan would

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have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

7.4 As per Claim 25, **Ludovici et al., Rieger, III, Bisberg, Bullen and Bloom et al.** teach the system of claim 22. **Ludovici et al.** does not expressly teach that the demonstration messages comprise an email manager web page having an element to hypothetically control an email unit of the virtual server service. **Rieger, III** teaches that the demonstration messages comprise an email manager web page having an element to hypothetically control an email unit of the virtual server service (Fig. 1; CL6, L53-56), as the email manager detects the presence of newly generated emails and sends email to relevant users (CL6, L53-56). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the system of **Ludovici et al.** with the system of **Rieger, III** that included the demonstration messages comprising an email manager web page having an element to hypothetically control an email unit of the virtual server service, as the email manager would detect the presence of newly generated emails and sends email to relevant users.

7.5 As per claim 27, **Ludovici et al.** teaches a virtual server service system for providing a virtual server service to an active client (Fig. 4); comprising:

a host server having a central processing unit that executes instructions to construct and transmit active account messages and demonstration messages (Fig. 4), a memory for storing instructions to be executed, and a non-volatile storage medium (Fig. 4; Fig. 6);

an active account control window having a plurality of active account messages containing system administration components that the active client can use to configure the virtual server service in a desired configuration (Fig 12; Fig 9);

a demonstration module stored on the non-volatile storage medium, the demonstration module having a plurality of demonstration messages containing demonstration components corresponding to system administration components of the active account control window (Fig 9; CL28, L31-35); and

instructions stored in the memory of the computer that cause the central processor to retrieve a demonstration message from the demonstration module in response to a request from a client (Fig 12; CL35, L18 to CL36, L39), and

transmit the retrieved demonstration message to a client system of the client using a transmission medium ((Fig 12; CL35, L18 to CL36, L39).

Ludovici et al. does not expressly teach an active account module stored on the non-volatile storage medium, the active account module having an active account database containing data for active clients. **Rieger, III** teaches an active account module stored on the non-volatile storage medium, the active account module having an active account database containing data for active clients (Fig. 1; CL6, L16-56), as the active account module stores and retrieves the user account information on demand from the client terminal GUI (CL6, L38-39).

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It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the system of **Ludovici et al.** with the system of **Rieger, III** that included an active account module stored on the non-volatile storage medium, the active account module having an active account database containing data for active clients, as the active account module would store and retrieve the user account information on demand from the client terminal GUI.

Ludovici et al. does not expressly teach demonstration components that simulate corresponding system administration components of the active account control window; and instructions stored in the memory of the computer to transmit the retrieved demonstration message to a prospective client system of the prospective client. **Bullen** teaches demonstration components that simulate corresponding system administration components of the active account control window; and instructions stored in the memory of the computer to transmit the retrieved demonstration message to a prospective client system of the prospective client (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the system of **Ludovici et al.** with the system of **Bullen** that included demonstration components that simulated corresponding system administration components of the active account control window; and instructions stored in the

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memory of the computer to transmit the retrieved demonstration message to a prospective client system of the prospective client. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

Ludovici et al. does not expressly teach a request from a prospective client without first setting up an active trial account for the prospective client. **Bisberg** teaches a request from a prospective client without first setting up an active trial account for the prospective client (Abstract, L1-4; CL2, L5-11), as that allows the prospective customer to use the training simulator to test and experience the performance of the equipment and the training provider to use the simulator as a support facility for selling the equipment (CL6, L39-51). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the system of **Ludovici et al.** with the system of **Bisberg** that included a request from a prospective client without first setting up an active trial account for the prospective client, as that would allow the prospective customer to use the training simulator to test and experience the performance of the equipment and the training provider to use the simulator as a support facility for selling the equipment.

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7.6 As per Claim 28, **Ludovici et al.**, **Rieger, III**, **Bisberg**, **Bullen** and **Bloom et al.** teach the system of claim 27. **Ludovici et al.** teaches that the computerized transaction is providing a virtual server service to resellers for configuring a virtual server via a computer network (Fig 9; Fig. 10; CL28, L22-37; CL30, L27-35); and wherein:

the system administration messages comprise a plurality of dynamic web pages that provide active tools for sending instructions to the computer to configure the virtual server service of the active client (Fig 12; CL35, L18 to CL36, L39).

Ludovici et al. does not expressly teach that the demonstration messages comprise static web pages that provide replicas of the active account web pages and replicas of the active tools, the replicas of the active tools being disabled from sending instructions to the computer to configure the virtual server service. **Bullen** teaches that the demonstration messages comprise static web pages that provide replicas of the active account web pages and replicas of the active tools, the replicas of the active tools being disabled from sending instructions to the computer to configure the virtual server service (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention

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to modify the system of **Ludovici et al.** with the system of **Bullen** that included the demonstration messages comprising static web pages that provided replicas of the active account web pages and replicas of the active tools, the replicas of the active tools being disabled from sending instructions to the computer to configure the virtual server service. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

7.7 As per Claim 31, **Ludovici et al.**, **Rieger, III**, **Bisberg**, **Bullen** and **Bloom et al.** teach the system of claim 27. **Ludovici et al.** does not expressly teach that the demonstration messages comprise an email manager web page having an element to hypothetically control an email unit of the virtual server service. **Rieger, III** teaches that the demonstration messages comprise an email manager web page having an element to hypothetically control an email unit of the virtual server service (Fig. 1; CL6, L53-56), as the email manager detects the presence of newly generated emails and sends email to relevant users (CL6, L53-56). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the system of **Ludovici et al.** with the system of **Rieger, III** that included the demonstration messages comprising an email manager web page having an element to hypothetically control an

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email unit of the virtual server service, as the email manager would detect the presence of newly generated emails and sends email to relevant users.

7.8 As per claim 34, **Ludovici et al.** teaches a method of demonstrating a virtual server service that provides use of a host server to a plurality of clients over a computer network (Abstract, CL1, L18-23; CL6, L23-28); the method comprising:

receiving an active request from an active client to send an active control window from the host server to the active client (Fig. 5; CL2, L51-57; Figs. 7-12; CL5, L42-50).

Ludovici et al. does not expressly teach the active client having an active account on the host server allowing configuration of the virtual server service. **Rieger, III** teaches the active client having an active account on the host server allowing configuration of the virtual server service (Fig. 1; CL6, L16-56), as the active account module stores and retrieves the user account information on demand from the client terminal GUI (CL6, L38-39). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Rieger, III** that included the active client having an active account on the host server allowing configuration of the virtual server service, as the active account module would store and retrieve the user account information on demand from the client terminal GUI.

Ludovici et al. teaches receiving a first request at the host server from an active client to demonstrate the virtual server service (Fig 3, Item 360; Fig. 5). **Ludovici et al.** does not expressly teach receiving a first request at the host server from a prospective client to

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demonstrate the virtual server service, the prospective client not having an account on the host server allowing configuration of the virtual server service. **Bisberg** teaches receiving a first request at the host server from a prospective client to demonstrate the virtual server service, the prospective client not having an account on the host server allowing configuration of the virtual server service (Abstract, L1-4; CL2, L5-11), as that allows the prospective customer to use the training simulator to test and experience the performance of the equipment and the training provider to use the simulator as a support facility for selling the equipment (CL6, L39-51). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bisberg** that included receiving a first request at the host server from a prospective client to demonstrate the virtual server service, the prospective client not having an account on the host server allowing configuration of the virtual server service, as that would allow the prospective customer to use the training simulator to test and experience the performance of the equipment and the training provider to use the simulator as a support facility for selling the equipment.

Ludovici et al. teaches under control of the host server, sending a d control window to the active client in response to the first request, the control window having a plurality of demonstration components corresponding to system administration components of the active control window (Fig 3; Figs. 7-12; CL2, L28-31). **Ludovici et al.** does not expressly teach under control of the host server, sending a simulated control window to the prospective client in response to the first request, the simulated control window having a plurality of demonstration components that simulate corresponding system administration components of the active control window. **Bullen** teaches under control of the host server, sending a simulated control window to

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the prospective client in response to the first request, the simulated control window having a plurality of demonstration components that simulate corresponding system administration components of the active control window (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the method of **Ludovici et al.** with the method of **Bullen** that included under control of the host server, sending a simulated control window to the prospective client in response to the first request, the simulated control window having a plurality of demonstration components that simulate corresponding system administration components of the active control window. The artisan would have been motivated because that would allow the trainees to train and test themselves on the task to be performed, but the computer based training system would not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out; and that would allow the computer based intelligent training system to provide real-time, context-appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients.

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8. Claims 23 and 29 are rejected under 35 U.S.C. 103(a) as being unpatentable over **Ludovici et al.** (U.S. Patent 6,567,849) in view of **Rieger, III** (U.S. Patent 6,654,800), **Bisberg** (U.S. Patent 3,903,613), **Bullen** (U.S. Patent 6,033,226) and **Bloom et al.** (U.S. Patent 5,597,312), and further in view of **Carlson** (U.S. Patent 6,697,849).

8.1 As per Claim 23, **Ludovici et al.**, **Rieger, III**, **Bisberg**, **Bullen** and **Bloom et al.** teach the system of claim 22. **Ludovici et al.** does not expressly teach that the demonstration messages comprise an event manager web page having an element to hypothetically control an event of the virtual server service. **Carlson** teaches that the demonstration messages comprise an event manager web page having an element to hypothetically control an event of the virtual server service (CL31, L24-25; CL32, L35-36; CL32, L46-47), as the event manager component allows the users to create and use named events such as periodic backups, reconciling accounts, sending alert messages etc. (CL30, L13-25). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the system of **Ludovici et al.** with the system of **Carlson** that included the demonstration messages comprising an event manager web page having an element to hypothetically control an event of the virtual server service, as the event manager component would allow the users to create and use named events such as periodic backups, reconciling accounts, sending alert messages etc.

8.2 As per Claim 29, **Ludovici et al.**, **Rieger, III**, **Bisberg**, **Bullen** and **Bloom et al.** teach the system of claim 27. **Ludovici et al.** does not expressly teach that the demonstration messages comprise an event manager web page having an element to hypothetically control an

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event of the virtual server service. **Carlson** teaches that the demonstration messages comprise an event manager web page having an element to hypothetically control an event of the virtual server service (CL31, L24-25; CL32, L35-36; CL32, L46-47), as the event manager component allows the users to create and use named events such as periodic backups, reconciling accounts, sending alert messages etc. (CL30, L13-25). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the system of **Ludovici et al.** with the system of **Carlson** that included the demonstration messages comprising an event manager web page having an element to hypothetically control an event of the virtual server service, as the event manager component would allow the users to create and use named events such as periodic backups, reconciling accounts, sending alert messages etc.

9. Claims 24 and 30 are rejected under 35 U.S.C. 103(a) as being unpatentable over **Ludovici et al.** (U.S. Patent 6,567,849) in view of **Rieger, III** (U.S. Patent 6,654,800), **Bisberg** (U.S. Patent 3,903,613), **Bullen** (U.S. Patent 6,033,226) and **Bloom et al.** (U.S. Patent 5,597,312), and further in view of **Forbes et al.** (U.S. Patent application 2001/0029605).

9.1 As per Claim 24, **Ludovici et al.**, **Rieger, III**, **Bisberg**, **Bullen** and **Bloom et al.** teach the system of claim 22. **Ludovici et al.** does not expressly teach that the demonstration messages comprise a software manager web page having an element to hypothetically install and/or uninstall a software package of the virtual server service. **Forbes et al.** teaches that the demonstration messages comprise a software manager web page having an element to hypothetically install and/or uninstall a software package of the virtual server service (Abstract;

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Page 9, Para 0093), as the software manager component manages the installation, execution and uninstallation of software packages on the server (Abstract; Page 9, Para 0093). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the system of **Ludovici et al.** with the system of **Forbes et al.** that included the demonstration messages comprising a software manager web page having an element to hypothetically install and/or uninstall a software package of the virtual server service, as the software manager component would manage the installation, execution and uninstallation of software packages on the server.

9.2 As per Claim 30, **Ludovici et al.**, **Rieger, III**, **Bisberg**, **Bullen** and **Bloom et al.** teach the system of claim 27. **Ludovici et al.** does not expressly teach that the demonstration messages comprise a software manager web page having an element to hypothetically install and/or uninstall a software package of the virtual server service. **Forbes et al.** teaches that the demonstration messages comprise a software manager web page having an element to hypothetically install and/or uninstall a software package of the virtual server service (Abstract; Page 9, Para 0093), as the software manager component manages the installation, execution and uninstallation of software packages on the server (Abstract; Page 9, Para 0093). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the system of **Ludovici et al.** with the system of **Forbes et al.** that included the demonstration messages comprising a software manager web page having an element to hypothetically install and/or uninstall a software package of the virtual server service, as the software manager

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component would manage the installation, execution and uninstallation of software packages on the server.

10. Claims 26 and 32 are rejected under 35 U.S.C. 103(a) as being unpatentable over **Ludovici et al.** (U.S. Patent 6,567,849) in view of **Rieger, III** (U.S. Patent 6,654,800), **Bisberg** (U.S. Patent 3,903,613), **Bullen** (U.S. Patent 6,033,226) and **Bloom et al.** (U.S. Patent 5,597,312), and further in view of **Kloba et al.** (U.S. Patent 6,553,412).

10.1 As per Claim 26, **Ludovici et al.**, **Rieger, III**, **Bisberg**, **Bullen** and **Bloom et al.** teach the system of claim 22. **Ludovici et al.** does not expressly teach that the demonstration messages comprise a database manager web page having an element to hypothetically control a database of the virtual server service. **Kloba et al.** teaches that the demonstration messages comprise a database manager web page having an element to hypothetically control a database of the virtual server service (CL12, L5-10; CL11, L3-8), as the database manager controls access to databases associated with the client (CL6, L53-56). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the system of **Ludovici et al.** with the system of **Kloba et al.** that included the demonstration messages comprising a database manager web page having an element to hypothetically control a database of the virtual server service, as the database manager would control access to databases associated with the client.

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10.2 As per Claim 32, **Ludovici et al.**, **Rieger, III**, **Bisberg**, **Bullen** and **Bloom et al.** teach the system of claim 27. **Ludovici et al.** does not expressly teach that the demonstration messages comprise a database manager web page having an element to hypothetically control a database of the virtual server service. **Kloba et al.** teaches that the demonstration messages comprise a database manager web page having an element to hypothetically control a database of the virtual server service (CL12, L5-10; CL11, L3-8), as the database manager controls access to databases associated with the client (CL6, L53-56). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify the system of **Ludovici et al.** with the system of **Kloba et al.** that included the demonstration messages comprising a database manager web page having an element to hypothetically control a database of the virtual server service, as the database manager would control access to databases associated with the client.

Response to Amendments

11. Applicants' amendments, filed on June 30, 2004 have been carefully considered. In response to applicant's arguments, art rejections under 35 USC 103 (a) using additional prior art have been included in this Office Action.

11.1 As per the applicants' argument that "Ludovici et al. fails to teach, disclose or suggest at least "sending a simulated control window of the virtual server service to the prospective client system in response to the first request, the simulated control window having a plurality of

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demonstration components that simulate corresponding system administration components of the active control window of the virtual server service" as recited in claims 1 and 33; Ludovici et al. fails to teach, disclose or suggest at least "sending a simulated client interface to the client system via the server system in response to the first request, the simulated client interface having a plurality of demonstration components that simulate corresponding transaction components of an active client interface of the computerized service" as recited in claim 9; Ludovici et al. fails to teach, disclose or suggest at least "displaying at the prospective client system a simulated control window of the virtual server service received from the host server system in response to the first request from the prospective client system, the simulated control window having a plurality of demonstration components that simulate corresponding administration components of an active control window of the virtual server service" as recited in claim 15", the examiner has identified new art which uses simulated control window and simulated client interface as part of computer based training (**Bullen and Bloom et al.**).

Bullen teaches sending in a computer based training system, a simulated control window to the prospective client system in response to the first request, the simulated control window having a plurality of demonstration components that simulate corresponding system administration components of the active control window (Abstract, L4-10; CL2, L1-7; CL6, L16-44), because that allows the trainees to train and test themselves on the task to be performed, but the computer based training system does not have to be interfaced with an actual system to allow the user to simulate the function that will be carried out (CL2, L37-42); and as per **Bloom et al.** that allows the computer based intelligent training system to provide real-time, context-

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appropriate and cost-effective training enabling the trainees to perform appropriate tasks in the right manner at proper time, thus decreasing the time required to train the prospective clients (CL2, L3-4 and L15-20).

11.2 As per the applicants' argument that "Ludovici et al. does not appear to distinguish between active clients and prospective clients, as does Applicant's claimed invention as defined by claims 1, 9, 15, and 33; Applicant's invention allows active clients having an account associated with the virtual server service to actually configure the virtual server service, using system administration components in an active control window. In contrast to Ludovici et al., Applicant's invention also provides prospective clients with a demonstration of the virtual server service so that the prospective client prospective client during the demonstration are not applied to an active account", the examiner has identified new art which distinguish between active clients and prospective clients (**Rieger, III, Bisberg**).

Bisberg teaches receiving a first request at the host server from a prospective client to demonstrate the virtual server (training simulator equipment) service (Abstract, L1-4; CL2, L5-11). **Rieger, III** teaches an active account module stored on the non-volatile storage medium, the active account module having an active account database containing data for active clients (Fig. 1; CL6, L16-56), as the active account module stores and retrieves the user account information on demand from the client terminal GUI (CL6, L38-39).

11.3 As per the applicants' argument that "the proposed combination of Ludovici et al. in view of Rieger, Carlson, Forbes et al., Resiman, and Kloba et al. does not disclose, teach, or suggest at least the feature of "the demonstration components of the simulated control window comprise a server status component, an event manager component, a software manager component, a file manager component, an email manager component, a user manager component, a web manager component, and a database manager component" as recited in claims 5, 14, and 19", the examiner has identified new art which uses simulated control window and simulated client interface as part of computer based training (**Bullen and Bloom et al.**).

Bullen teaches sending in a computer based training system, a simulated control window to the prospective client system in response to the first request, the simulated control window having a plurality of demonstration components that simulate corresponding system administration components of the active control window (Abstract, L4-10; CL2, L1-7; CL6, L16-44). It would have been obvious to one of ordinary skill in the art to provide in the simulation model the demonstration components comprising a server status component, an event manager component, a software manager component, a file manager component, an email manager component, a user manager component, a web manager component, and a database manager component, if the actual system had all these components, so the users could be trained in using and interacting with such component windows.

11.4 As per the applicants' argument that "Applicant can find no teaching in Rieger to suggest that the Email Manager or the User Accounts Manager are part of a "control window" as recited

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in claims 5, 14, and 19; Applicant can find no teaching in Carlson to suggest that either the server status thread or the event manager object is part of a "control window" as recited in claims 5, 14, and 19; Applicant can find no teaching in Forbes et al. to suggest that the software package manager is part of a "control window" as recited in claims 5, 14, and 19; Applicant can find no teaching in Kloba et al. to suggest that the database manager 146 is part of a "control window" as recited in claims 5, 14, and 19", the examiner has identified new art which uses simulated control window and simulated client interface as part of computer based training (**Bullen and Bloom et al.**).

Bullen teaches sending in a computer based training system, a simulated control window to the prospective client system in response to the first request, the simulated control window having a plurality of demonstration components that simulate corresponding system administration components of the active control window (Abstract, L4-10; CL2, L1-7; CL6, L16-44). It would have been obvious to one of ordinary skill in the art to provide in the simulation model the demonstration components comprising a server status component, an event manager component, a software manager component, a file manager component, an email manager component, a user manager component, a web manager component, and a database manager component, if the actual system had all these components, so the users could be trained in using and interacting with such component windows.

11.5 As per the applicants' argument that "the proposed combination of Ludovici et al. in view of Rieger does not disclose, teach, or suggest instructions stored in the memory of the computer

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that cause the central processor to retrieve a demonstration message from the demonstration module in response to a request from a prospective client without first setting up an active trial account for the prospective client," as recited in claims 20 and 27", the examiner has identified new art which distinguish between active clients and prospective clients (**Rieger, III and Bisberg**).

Bisberg teaches instructions stored in the memory of the computer that cause the central processor to retrieve a demonstration message from the demonstration module in response to a request from a prospective client without first setting up an active trial account for the prospective client," as recited in claims 20 and 27 (Abstract, L1-4; CL2, L5-11). **Rieger, III** teaches an active account module stored on the non-volatile storage medium, the active account module having an active account database containing data for active clients (Fig. 1; CL6, L16-56), as the active account module stores and retrieves the user account information on demand from the client terminal GUI (CL6, L38-39).

Conclusion

12. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Dr. Kandasamy Thangavelu whose telephone number is 703-305-0043. The examiner can normally be reached on Monday through Friday from 8:00 AM to 5:30 PM.

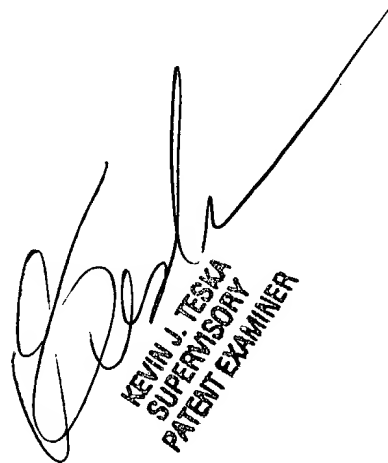
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If attempts to reach examiner by telephone are unsuccessful, the examiner's supervisor, Kevin Teska, can be reached on (703) 305-9704. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-9600.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

K. Thangavelu
Art Unit 2123
September 27, 2004



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SUPERVISORY
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